

Unemployment Insurance Division

Quarterly Report - 4th Quarter 2017



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2017 4th Quarter Report



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UI Integrity Department

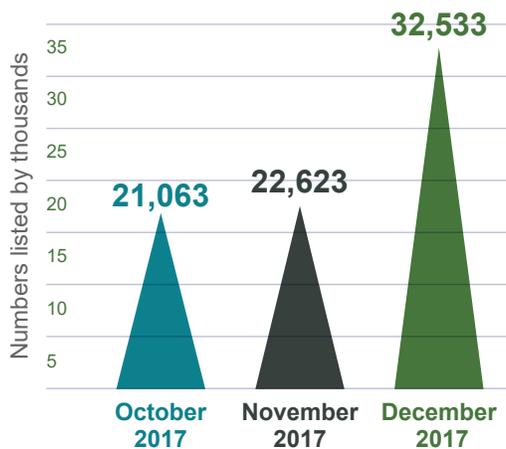
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Total Collections	15

UI Appeals Bureau

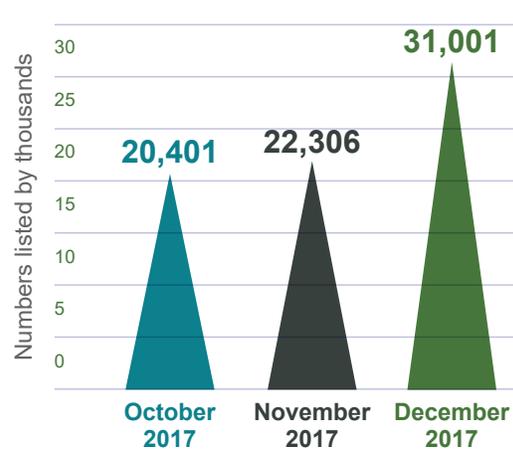
Time Lapse	16
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UI Benefits Department Customer Service

Total Calls Presented



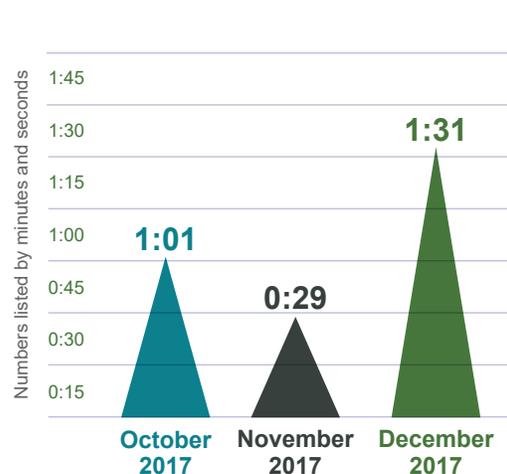
Total Calls Handled



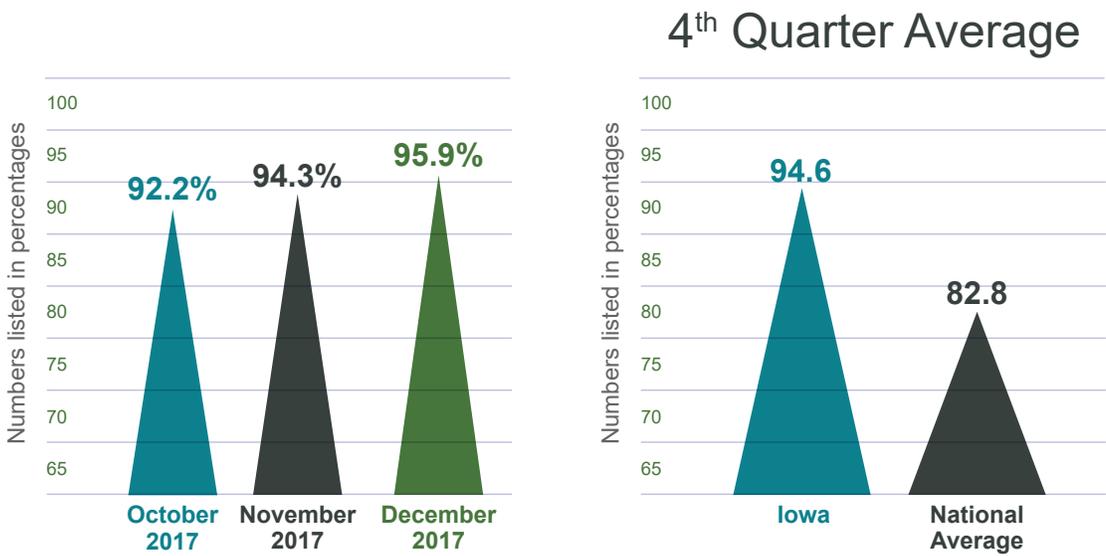
Percent of Calls Handled



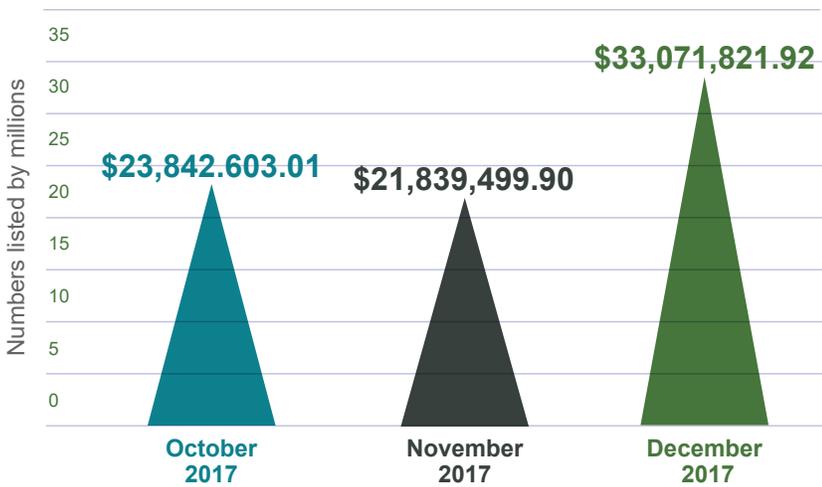
Average Wait Time



First Payment Timeliness

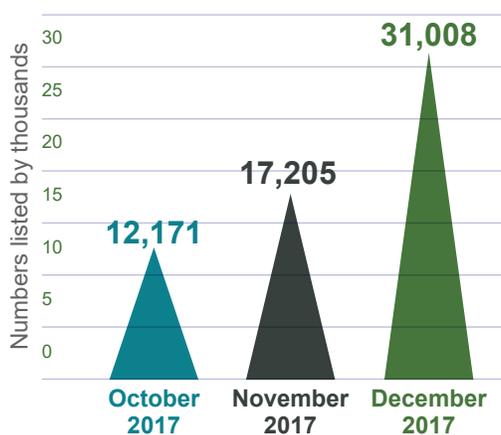


Claimant Benefits Paid



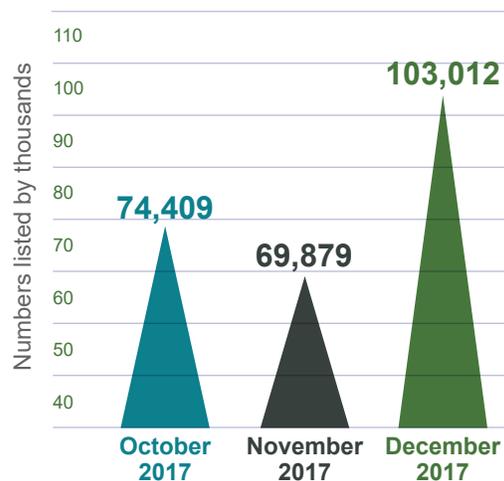
Unemployment Insurance Claims and Fact-Finding Interviews Data

Initial Claims

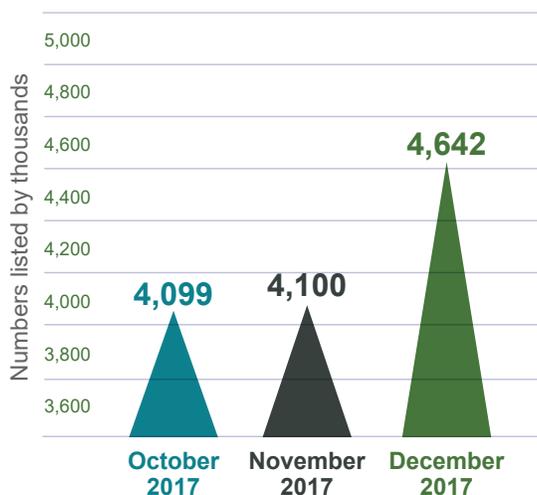


Weekly Claims

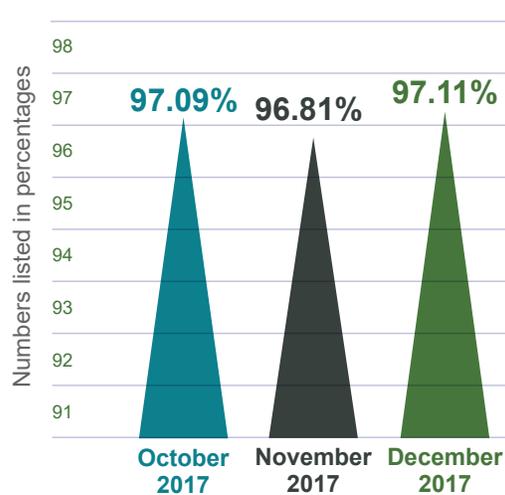
4th QUARTER TOTAL = 247,300



One and Two Party Total Fact-Findings



Percent of Weekly Claims Filed Online



Benefit Timeliness Quality

The following is a summary of the Benefit Timeliness and Quality (BTQ) review for the fourth quarter of 2017. BTQ is always reviewed a quarter behind.

BTQ is reviewed internally before being submitted to the U.S. Department of Labor. IWD uses a strict scoring regiment to ensure quality of training and review.

BTQ CORE MEASURE CRITERION

Passing Score Equals

75%

Separation Determinations

and

75%

Non-Separation Determinations

FINAL BTQ CORE MEASURE SCORES FOR THE QUARTER

90%

Separation

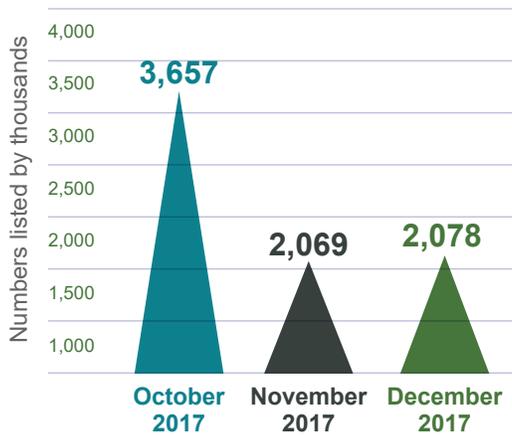
96.5%

Non-Separation

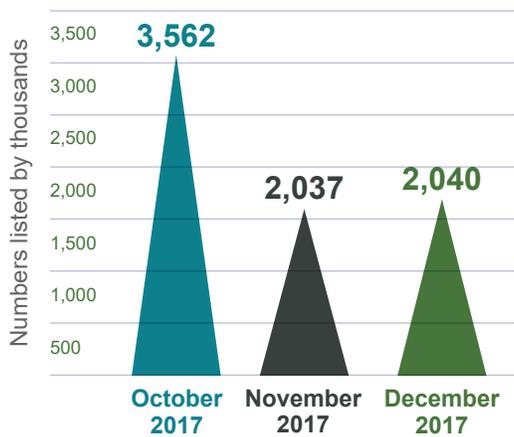
UI Tax Department Customer Service



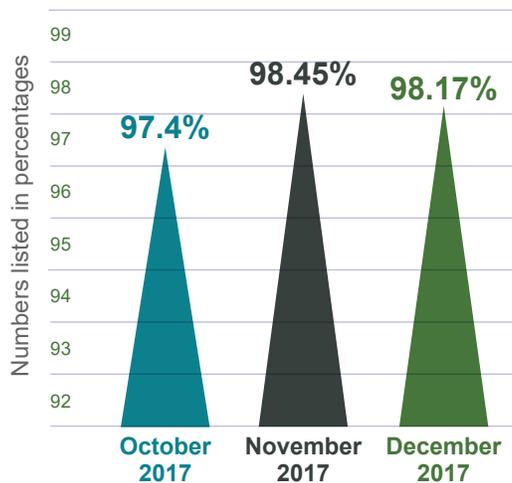
Total Calls Presented



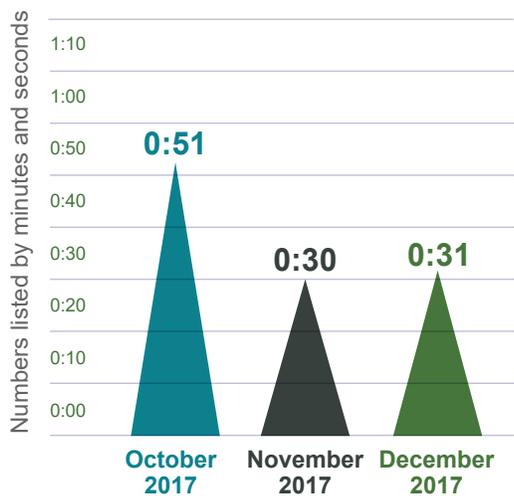
Total Calls Handled



Percent of Calls Handled



Average Wait Time



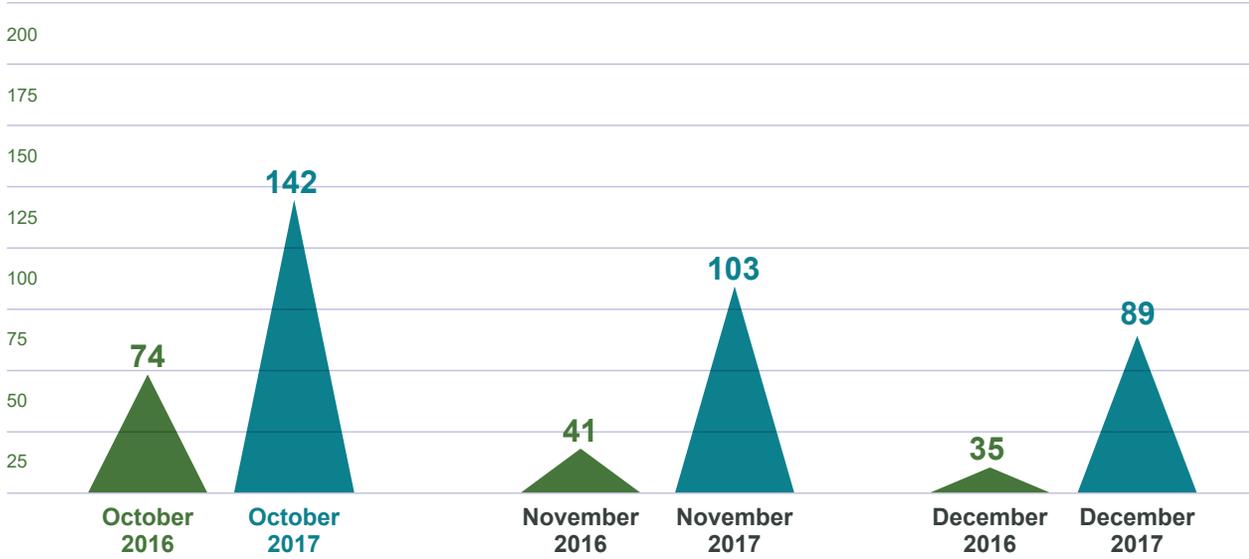
Field Audits

Completed Tax Audits

4TH QUARTER 2016 & 2017 COMPARISON

▲ 4TH QUARTER 2016
COMPLETED
AUDITS = 150

▲ 4TH QUARTER 2017
COMPLETED
AUDITS = 334



Employer Summary

Wages Audited

2017 4th Quarter Wages

Audited = \$145,773,886.39

October 2017

\$86,520,142.16

November 2017

\$36,861,136.12

December 2017

\$22,392,608.11

Change Wages Audits

2017 4th Quarter Change

Change Wages = \$7,266,196.87

October 2017

\$4,008,975.10

November 2017

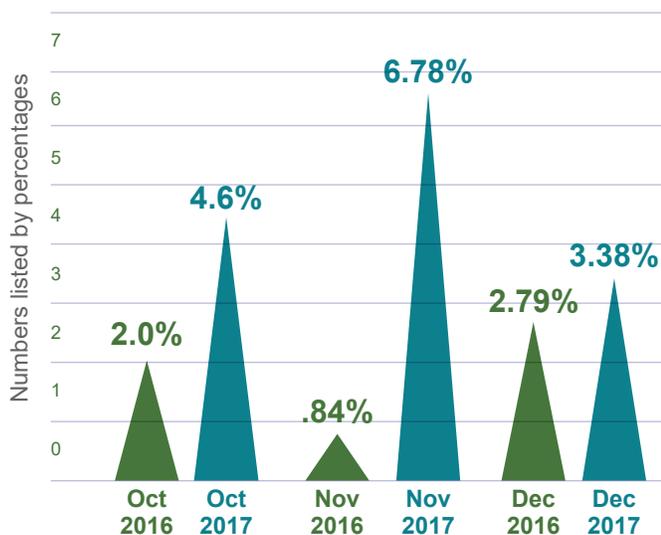
\$2,499,425.25

December 2017

\$757,796.52

Percent Change in Wages

4th QUARTER COMPARISON



End of Quarter Employers

Contributory Employers _____

76,280

Reimbursable Employers _____

2,330

Total Employers _____

78,610

Total Wage Items Received

2nd Quarter 2017 _____

1,817,359

UI Tax Workflows

5,038 Adjustments

7,782 Liability

4,136 Field Audit

3,058 Customer Service

20,014 **Grand Total**

Employer Reports

Contributory Employers

72,428 Timely

74,484 Secured

76,696 Resolved

Reimbursing Employers

2,283 Timely

2,324 Secured

2,348 Resolved

Misclassification

Tips Received _____

151

Completed Audits from Tips Received _____

56

Misclass Workers Found from Tips _____

599

Wages Added from Tips _____

\$7,508,910.85

Tips Resolved _____

33

Misclassification of Workers Team Results

	4 TH QUARTER
Completed Field Audits	278
Misclassified Workers found via Field Audits	252
Underreported/Overreported Wages found via Field Audits	\$2,674,577.39
Misclassified Workers Found	851
Total Misclassified Wages Found	\$10,183,488.24
Total Contribution Added	\$275,083.79

UI Integrity Department Quality Control



Benefit Accuracy Management

Paid Cases

119 Cases

65.55% 60-Day Percentage

78 Cases closed within 60 Days

70.00% U.S. DOL Standard 60-Day Percentage

97 Cases closed within 90 Days

81.51% 90-Day Percentage*

23 Cases Open

95.00% U.S. DOL Standard 90-Day Percentage

*Assumes all open reviews past 60 days that are still open are closed on or before 90 days.

Denied Cases

117 Cases

80.34% 60-Day Percentage

94 Cases closed within 60 Days

60.00% U.S. DOL Standard 60-Day Percentage

104 Cases closed within 90 Days

88.89% 90-Day Percentage*

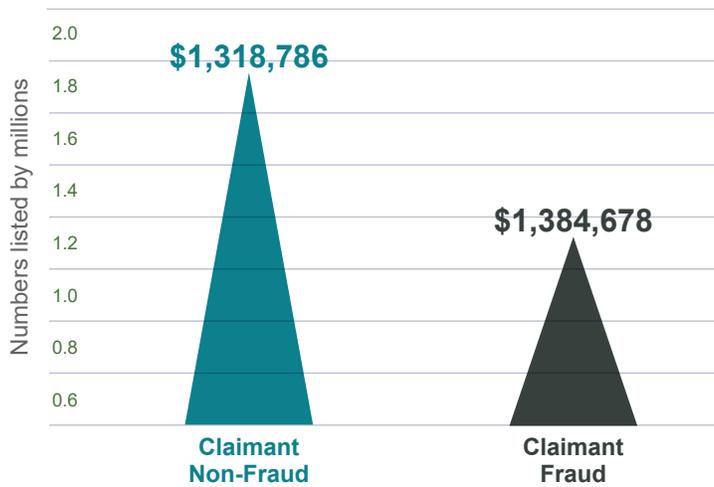
12 Cases Open

85.00% U.S. DOL Standard 90-Day Percentage

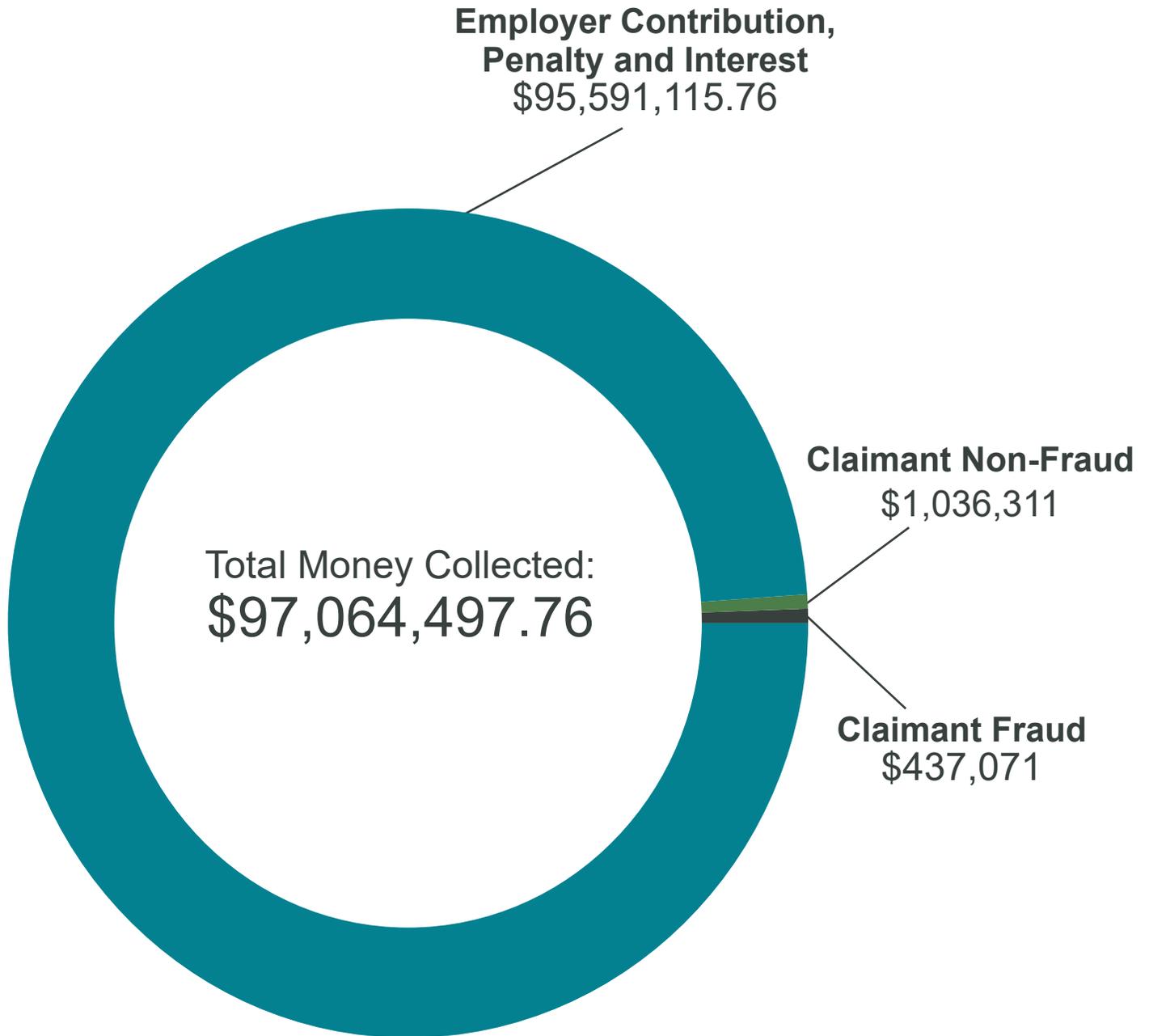
*Assumes all open reviews past 60 days that are still open are closed on or before 90 days.

Claimant Fraud/Non-Fraud Debt Established

Overpayment



Total Collections



UI Appeals Bureau

Time Lapse

UI Appeals Bureau time-lapse (percentage of appeals completed) is based on the number of days from the initial filing of a UI claim to the time it takes for an Administrative Law Judge decision.

Within 30 days

U.S. DOL Standard 60%

93.0% December 30, 2017

92.9% November 31, 2017

94.6% October 30, 2017

Within 45 days

U.S. DOL Standard 80%

98.0% December 30, 2017

97.6% November 31, 2017

98.2% October 30, 2017



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Phone: 800-247-5205 (Outside of Iowa)
Phone: 515-281-3747 (local Des Moines)
Fax: 515-478-3528
Email: uiappealshelp@iwd.iowa.gov

Hours: (excluding state holidays)
8:00 am - 4:30 pm Monday through Friday

UNEMPLOYMENT INSURANCE TAX BUREAU

Phone: 888-848-7442
Email: IWDuitax@iwd.iowa.gov

Hours: (excluding state holidays)
8:00 am - 4:30 pm Monday through Friday

UNEMPLOYMENT INSURANCE BENEFITS BUREAU

Phone: 866-239-0843
Email: uiclaimshelp@iwd.iowa.gov

Hours: (excluding state holidays)
8:00 am - 4:30 pm Monday through Friday

UNEMPLOYMENT INSURANCE FRAUD BUREAU

Phone: 866-239-0843
Fax: 515-281-9033
Email: uifraud@iwd.iowa.gov

Hours: (excluding state holidays)
8:00 am - 4:30 pm Monday through Friday

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